

JOB DESCRIPTION

Directorate:	Monitoring Officer Directorate
Division:	Democratic Services
Post No & Job Title:	L72 Democratic Services Manager
Grade:	Grade 10
Responsible to:	L2 – Head of Democratic Services and Deputy Monitoring Officer
Responsible for:	L14 Democratic Services Assistant, and L68 Compliments and Complaints Officer
Main purpose of the job:	To assist the Monitoring Officer and the Head of Democratic Services in managing the Committee processes, the competing deadlines, supporting the Council's Committees in Policy development work, Democratic Services, managing and working with the Complaints and Compliments Officer to manage the complaints process.

Main Duties and Responsibilities:

1. To manage all employees in the Democratic Services team and Complaint Services.
2. To develop the services provided through the Democratic Services functions ensuring the ability of Councillors to effectively lead and participate in leading the Authority.
3. To provide appropriate and timely advice to officers, Directorates, Councillors and general public on the operation of the Committee process and the law, Constitution and conventions governing its operation.
4. To advise and guide Councillors in work reviewing the Council, providing imaginative solutions to policy challenges identified by Councillors and other officers, drafting reports to inform Councillors across the full range of the Council's functions and those of partners. Taking into account the legislative framework and the specific requirements of the Councillors in the particular outcome that is being sought for the Borough.
5. Support Councillors and Committees through a range of complex or contentious matters with tact and sensitivity drafting reports and advise to ensure that the decision making process is properly informed.
6. Working with the Complaints and Compliments Officer to manage the Complaints process.

7. Ensure that a record of responses and performance against the statutory response time is maintained and regularly reported to Councillors.
8. To liaise with officers and members to produce agendas and reports for both internal and external meetings, with specific responsibility for the Council's scrutiny function, and to attend and produce accurate minutes of such meetings as appropriate.
9. To produce the Council's Calendar of Meetings annually.
10. To assist the Monitoring Officer in updating the Council's Constitution.
11. To use relevant ICT systems in the production of documents and agendas and ensure that these are published to the Council's web site as appropriate.
12. To monitor and publish the Council's Forward Plan (and internal work programme) which includes providing advice and guidance to officers on urgent decision-making provisions and ensuring that the decision-making process is sound.
13. To modernise the Council's approach to Democratic Services.
14. To maintain the statutory registers relating to members of the Borough Council and Town/Parish Councils.
15. To deal with general administrative matters arising from meetings and relating to the Monitoring Officer's directorate generally.
16. To assist in the electoral function.
17. Carry out any other duties that are within the scope and grading of the post which could also be requested by the Head of Democratic Services or the Monitoring Officer.

DESIGNATED CAR USER

A car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of the Democratic Services Manager but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Plan process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.